



Air Force Clubs' Compliance Checklist

The Compliance Checklist is a tool for club managers to ensure the club is following standardization initiatives established during Air Force CORONA South 97. This checklist is **MANDATORY** and the club manager must ensure compliance on a monthly basis. The club manager is responsible for the economics and efficient operation of all club facilities and activities. References for checklist: AFI 34-272, *Air Force Club Program*, AFMAN 34-128, *Air Force Club Program Procedures* (soon to be AFMAN 34-228). The following areas are covered in the checklist:

Club Works
Member Value Program
Core Menu
Air Force Catering
Aloha POS
Signature Brands/Name Branding

COMPLIANCE CHECKLIST

Activity Name: _____ Date: _____

ACTIVITY CHECKLIST			Page 1 of 4
1. CLUB-WORKS AFMAN 34-228 Chapter 1	YES	NO	COMMENTS
a. The club manager should have “in-house” access to Club Works.			
b. Each club should have a copy of the Club Works User’s Guide and Club Works Administrator’s Guide (can be downloaded from Club Works under the “Help” menu).			
c. Each club manager or designee should check the “Daily Status” report daily to review:			
1. Transfers (In and Out)			
2. Applications (Incomplete and Pending)			
3. Special Events			
d. Each club manager should have access to, and use the management products available under, the “Reports” section.			
1. Card Member Reports			
2. Club Member Reports; Run Membership Reports each month and keep records for one year. Mandatory to run membership report on 01 Oct for PBA purposes.			
3. Application Reports			
4. Transaction Reports			
5. Mailing List			
e. Each club manager or designee should be familiar with, and review, the 30-day delinquency listing (File Path: Home Page >>> Reports >>> Financial Transactions >>> 30-Day Delinquent report)			
f. The club manager should be familiar with how to calculate and reconcile estimated monthly dues income by using the “Dues Summary – Daily Subtotal” report from Club Works and comparing it to the base CMIP report. (File Pate: Home Page >>> Reports >>> Transactions Reports >>> Dues Summary – Daily Subtotal)			
g. Each club manager or designee should be able to service member accounts through “Membership Maintenance”.			
2. MEMBER VALUE PROGRAM (MVP) AFI 34-272 Chapter 1	YES	NO	COMMENTS
a. Is MVP strategy being applied appropriately			
1. Is the minimum mandatory surcharge being charged for eligible non-members?			
2. Is the surcharge accounted for in the club’s daily financial paperwork (GLAC 511)?			
3. Are eligible non-members charged the surcharge (minimum \$2 for lunch and \$3 for dinner) for attending entertainment events (bands, D.J.’s, comedy shows etc.)?			
4. Are eligible non-members charged for special functions?			
b. Does the club have at least one "members only" activity each month as applicable? Local management designates which club activities are for "members only."			

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Activity Name: _____ Date: _____

ACTIVITY CHECKLIST			Page 2 of 4
3. CORE MENU AFMAN 34-228 Chapter 3	YES	NO	COMMENTS
<p>a. Are all menus (i.e. breakfast, lunch, dinner, catering) at least 80% from the Air Force Core Menu recipes?</p> <p>Special Instructions: If using a signature item (items using a core menu name), it is considered one core recipe and must be produced and presented exactly as outlined in the core menu handbook to include all related sub-recipes (substitutions of side items are permitted upon customer request). When using non-signature items, buffets or combination packages, individual recipes, including sub-recipes, are counted. The total number of core recipes used (signature and non-signature items) must meet or exceed 80%, per meal period, per day part. The overall percentage is an average of all meal periods and cannot exceed 100%.</p>			
b. Do your core recipe specifications meet or exceed Air Force standards?			
c. Are the signature item descriptors compliant with the standardized Air Force Core Menu descriptors?			
4. AIR FORCE CATERING AFMAN 34-228 Chapter 5	YES	NO	COMMENTS
a. Is the club using the standardized Air Force Catering Brochure packet?			
b. Is the club using the Air Force Catering logo on all catering correspondence?			
c. Is the club using the standardized catering contract format contained in the AF catering software?			
d. Is the club using the most current version of the standardized Air Force Catering software?			
e. Is the club manager the only person with full security access to the Air Force Catering software?			
f. Are the account receivables accurate?			
g. Is the club compliant with the "Club Information; Catering To You" package?			
h. Is the club complying with Training Aid NA-8, <i>Processing and Accounting for Special Functions</i> ?			
i. Is the club manager using the standardized Air Force Catering checklist?			
j. Is the club manager conducting the manager's checklist at least twice a year? Checklist located on the Services web page under catering.			
k. (Bases with 2 clubs) Are both clubs charging the same service charge percentage?			

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Activity Name: _____ Date _____

ACTIVITY CHECKLIST			Page 3 of 4
5. ALOHA POS AFI 34-272 Chapter 3	YES	NO	COMMENTS
a. Is the standard ALOHA POS item list layout used?			
b. Are categories established for 1876 reporting?			
c. Is the Product Mix Report produced daily and analyzed?			
d. Does the club manager have back of the house authorization and involved in Aloha back of the house procedures?			
e. Is Electronic Draft Capture (EDC) used instead of swipe terminals?			
f. Are all terminals functioning properly?			
g. Is the mandatory maintenance/support contract in place?			
h. Is the current software version of Aloha being used?			

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Activity Name: _____ Date _____

6. SIGNATURE BRANDS/NAME BRANDING (if applicable) Chapter 3	YES	NO	COMMENTS
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a. Is the club following established brand systems, standards, and requirements detailed in the Brands Operations and Training Guide?			
b. Does the Host/ess (greeter/meeter) or service staff give instant recognition and a heart-felt “Welcome” to all customers (e.g., “Welcome to J.R. Rockers!”)?			
c. Is the brand (club) manager on the floor during peak/important sales periods working along side the staff and meeting and greeting customers?			
d. Do employees wear the complete uniform when entering and exiting the building as they arrive or depart their shift? Employees should change clothes completely if remaining on site after their shift.			
e. Is the 100% satisfaction guarantee meal policy in effect?			
f. Are the “Valued Guest Coupons” controlled?			
g. Is there an Operating Instruction governing control and issue policies?			
h. Are menus (printed) and menu boards current and in good condition?			
i. Is a current take-away menu in place?			
j. Are all menu items presented according to the established plate presentation standards?			
k. Are there plate presentation pictures for each menu item? 1. Are cyclic menus used for daily/weekly specials?			
l. Are Food Production Orders being used?			
m. Is the SB marketing plan being followed?			
n. Does management use all available resources and media sources to communicate (promotion, advertise, and merchandise) to the market?			